

Town Manager's Office

Under the direction and guidance of the Town Manager and Assistant Town Managers, each division within the Town Manager's Office has established performance objectives, generally linked to the Town's long-term Vision. This report highlights the divisions' performance relative to their objectives, as well as other key accomplishments.



Division of Innovation & Technology

Partners with departments Townwide to strategically implement technology that is secure and well-supported



Human Resources

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships



Facilities

Provides a safe and positive environment at all municipal facilities, for both employees and the public



Community Relations

Facilitates community outreach and involvement for departments Townwide



Municipal Court

Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock



Division of Innovation
and Technology

Key Accomplishments

- Installed Townwide firewall
- Installed additional ceiling-mounted microphones in Council Chambers
- Performed one Townwide DoIT class, Security Best Practices
- Survived the DoIT great flood of 2019!



Help Desk

Addressed **558** total tickets, with an average time to resolve of **63** hours

There were no emergency priority tickets this month

There were **71** urgent priority tickets this month, **99%** of which were resolved within two calendar days (85% is goal)

There were **266** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

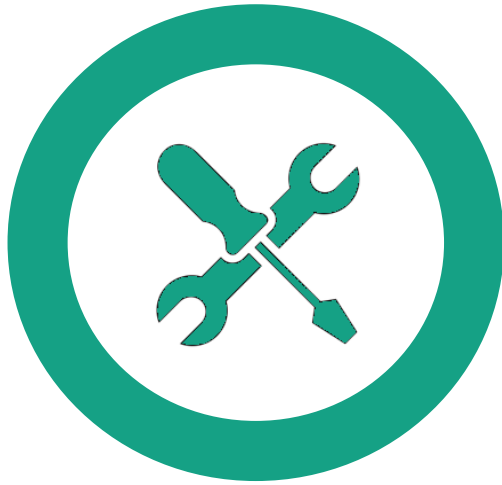
Addressed **51** total tickets, with an average open-to-resolve time of **113** hours

There were no annexations in January

There were no zoning changes in January

There were no parcel updates in January

There were **20** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Completed annual elevator and domestic water backflow inspections Townwide
- Oversaw the relocation of the records shelving system at the Police Department
- Continue supporting the Central Service Center, Public Safety Training Facility and Service Center addition projects
- Competed snow removal and de-icing at Town Hall and the Police Department on Jan. 2, 3, 12, 24, 26, 28 and 29



Service Requests	<p>Staff received 119 service requests in January and completed all of them within one working day unless parts or contracted labor were needed.</p> <p>Staff responded to eight after-hours emergency during January, all within 30 minutes</p>
Preventative Maintenance	<p>Staff completed 127 preventative maintenance tasks during January, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies• Testing backflows
Room/Event Setups	<p>Staff completed four room/event setup requests during January, all within the timeframe requested</p>
Custodial	<p>Staff provided custodial services as scheduled during January</p> <p>Six custodial service requests were completed this month</p> <p>Staff performed 31 custodial inspections to ensure proper service delivery</p>



Human Resources

Key Accomplishments

- Provided **one** rollout training session for the new Performance Review form



Employee Orientation	Thirteen new full-time employees came on board during January. Seven of them attended new employee orientation in December, and six will attend on Feb. 6
Performance Evaluations	<p>HR on Jan. 3 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in January reviewed 44 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>
Employee Recognition	HR facilitated 12 employee recognition opportunities during January
Training	HR hosted one training class in January, HR Survival Kit, with 10 attendees



Community Relations

Key Accomplishments

- Welcomed a new Community Relations Assistant
- Finalized new branding logos for the Public Works Department and for reuse water
- Launched a fresh approach on Instagram, using stories and highlights for each department; 86 new followers joined in January





Communication Plans and Publications	<ul style="list-style-type: none">• Year to date, Community Relations has worked on seven communications plans• During January, the team completed four publications: Your Town Talk, a Meet Town Council mailer, the Year-end Report to the Community and a postcard regarding an informational open house about speeds on Crystal Valley Parkway• Also during January, 29 slides were published on the Town Hall LED sign
Media Relations	Staff during January responded to five media requests, none of which were after hours
Social Media and Video	<p>Staff during January replied to more than 41 social media requests and issued 116 social media updates:</p> <ul style="list-style-type: none">• A post giving an update on the Jan. 22 snowstorm reached 6,448 people and saw 39 reactions, comments and shares• The 2018 <u>Year in Review</u> video was viewed 4,901 times and reached 23,092 people• The <u>Fact or Fiction</u> video was viewed 5,880 times and reached 9,608 people <p>Eight videos were completed in January, including three videos about Parks and Rec offerings</p>
Informing the Community	<p>Staff during January provided information about:</p> <ul style="list-style-type: none">• <u>2018 Accomplishments</u>• <u>Daddy Daughter Ball</u>• <u>Ice Safety</u>• Snow, including a <u>video</u>• Town Council updates for <u>Jan. 8</u> and <u>Jan. 22</u>



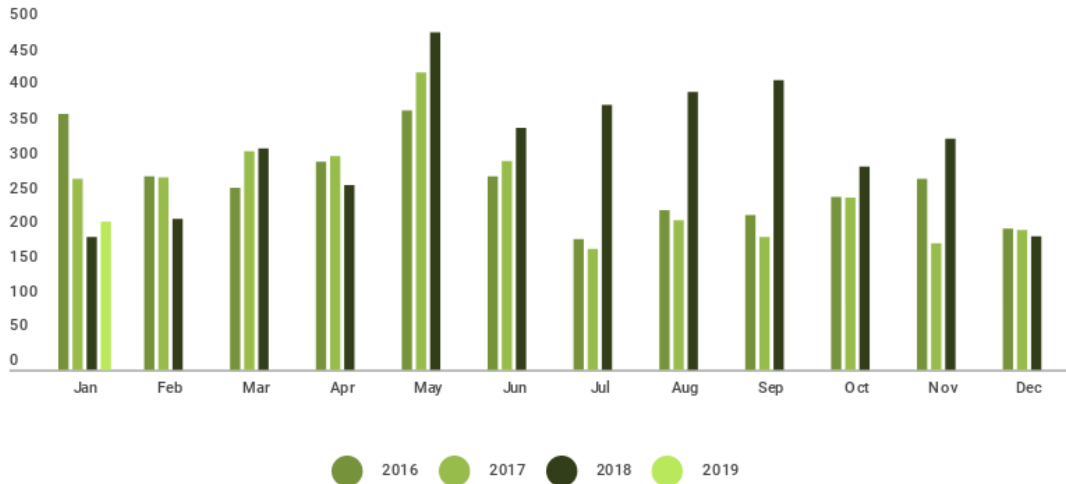
Municipal Court

Key Accomplishments

- Automated the process to address overdue parking citations
- Automated the process for transferring transcripts between the Court and the DMV
- Teen Court held foreperson training for volunteers

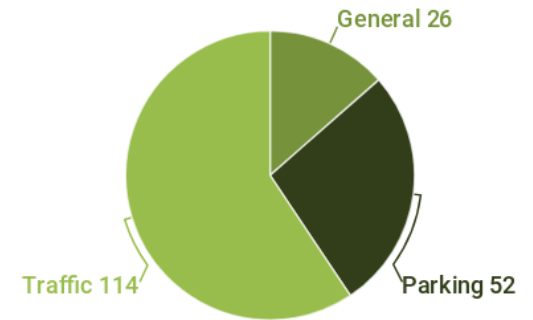


Total cases filed in Castle Rock Municipal Court: 2016-2019

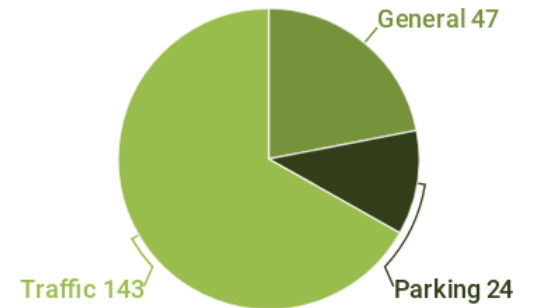


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214												

Total cases filed in Castle Rock Municipal Court by type:



January 2018



January 2019